



JOB DESCRIPTION

ASSESSMENT & CREDENTIALING CO-ORDINATOR

Location: London (Hybrid)
Reports to: Assessment & Credentialing Development Manager
Grade: 3

What we do

We support pharmacists in their education and development, promote pharmacy in the media and government, and lead the way in medicines information across Great Britain and around the world. Our **mission** is to put pharmacy at the forefront of healthcare. Our **vision** is to become the world leader in the safe and effective use of medicines.

Our values

At the core of our culture, our Values Focus, Agility, Quality, Collaboration and Respect describe the way we work to achieve our organisational goals. We believe people don't need to be fixed to their desk to achieve great things, so we offer flexibility to our people in how they do their work wherever possible, to bring out the best in everyone and provide an inclusive working environment.

Leadership in pharmacy

We define best practice for pharmacy professionals and help them achieve this through professional development, career support and training. We are here to support professionals with the challenges of pharmacy practice, and advocate for the role of pharmacy by setting professional and ethical standards, producing policy papers and responding to consultations with government and industry.

Publishing

We're the world leaders in evidence-based pharmaceutical publications and guidance. Pharmacists and other healthcare professionals trust us to provide expert analysis, educational support, webinars and news that informs, supports and enhances their practice. We independently source, evaluate, and communicate and make practical medicines knowledge accessible worldwide.

Central Services

We support the organisation to achieve its goals by providing people, technology, facilities and financial services.

Our governance and leadership

Our Assembly provides overall governance and strategic direction for RPS. Our three National Pharmacy Boards provide advocacy, support and strategic leadership for pharmacy practice and developments within England, Scotland and Wales. The Pharmaceutical Press (PhP) Board advises the Assembly on the direction and approach of Publishing, while our Executive Team look after every aspect of our operations.



JOB PURPOSE

To support the successful delivery of high-quality assessments through effective and efficient process development, co-ordination and evaluation. To support the wider assessment and credentialing team with high quality co-ordination and administrative support.

MAIN ACCOUNTABILITIES

1. Develop, maintain and evaluate department standards operating procedures for the delivery of portfolio assessments.
2. Process candidate assessment applications accurately and efficiently in line with the relevant department standard operating procedure(s).
3. Co-ordinate and assign assessors to candidate portfolios in line with the relevant department standard operating procedure(s).
4. Co-ordinate assessment timelines to ensure assessments are completed by departmental deadlines.
5. Process and release candidate assessment results accurately and in line with the relevant department standard operating procedure(s).
6. Manage the post-results process, including the issuing of candidate certificates.
7. Manage candidate assessment appeals and complaints received in line with the relevant department standard operating procedure(s).
8. Collate and maintain accurate equality, diversity and inclusion data of our candidates and assessors in our secure internal database. Adheres to highest standards in terms of data protection and security.
9. Support with co-ordinating user testing and the release of new e-portfolio features.
10. Manage, investigate and respond to e-portfolio user queries relating to e-portfolio pathways.
11. Maintain accurate data on the organisation CRM and departmental databases, generating basic reports when necessary
12. Manage and process applications for Accreditation of Prior Learning (APCL) for assessments in line with the relevant department standard operating procedure(s).
13. Support with the development of the annual foundation mock assessment, co-ordinating question developer recruitment, training, and quality assurance processes.
14. Co-ordinate and support the development and delivery of assessor training.



15. Co-ordinate and support the development and delivery of RPS member webinars relating to assessment and credentialing
16. Lead on and co-ordinate the development of the annual assessment calendar with the wider team.
17. Manage the departmental inbox, replying to relevant queries and escalating others across the wider team as appropriate.
18. Organise and co-ordinate departmental assessment panels, educational governance committees, meetings and events.
19. Lead on the agenda planning and drafting for assessment panels and committees.
20. Lead on the co-ordination of assessor, assessment panel and educational governance committee recruitment and onboarding, including the collation and filing of all relevant individual agreements and contracts in line with internal audit requirements.
21. Produce and manipulate data reports for external stakeholders
22. Produce accurate, high quality meeting notes and minutes.
23. Update departmental webpages, ensuring all information remains current and accurate.
24. Support with the development, proof-reading and review of assessment documentation, including curricula documentation, assessment guidance and regulations.
25. Support the Assessment & Credentialing Development manager with the internal quality testing of new digital assessment products.
26. Liaise with internal RPS departments to co-ordinate cross-directorate working, including events co-ordination, marketing and communications.
27. Communicate effectively, both verbally and in writing, with a wide range of senior stakeholders, including both pharmacists and non-pharmacists.
28. Provide project support for departmental projects.
29. Provide administrative support to the Head of Assessment & Credentialing and wider team, when necessary.



30. Undertake any other appropriate activities that ensure effective service delivery and contribute to the business plan that may be required as per demands of the directorate, as directed by your line manager.

This list is a summary of the main accountabilities of this role and is not exhaustive. The role holder may be required to undertake other reasonable duties from time to time.

SUCCESS MEASURES

- High quality assessments are delivered to stated timescales in line with departmental standard operating procedures.
- Candidates, assessors and other stakeholders receive excellent customer service and prompt and clear communication.
- Departmental meetings, assessment panels and committee meetings are proactively managed and are well co-ordinated, organised and efficient.
- Assessment documentation and information is clear, organised and up-to-date.
- Members of the department, and departmental projects, are well supported in terms of administration, leading to successful delivery of our business plan outputs.

KNOWLEDGE & SKILLS FOR THIS JOB

Essential

- Experience of coordinating complex workflows with multiple stakeholders.
- Experience of developing and evaluating standard operating procedures to support operational processes.
- Very high levels of organisation with a keen eye for detail and a commitment to quality.
- Experience of coordinating and scheduling complex meetings with senior stakeholders.
- Experience of developing and maintaining good working relationships with key stakeholders.
- Highly effective verbal and written communication skills, including the production of high-quality meeting notes and minutes.
- Ability to manipulate basic numerical data for reporting.
- Experience of producing basic reports for internal and external stakeholders.
- Demonstrable experience of successfully supporting projects.



- Highly focused with excellent attention to detail.
- Critical thinking and able to problem solve.
- Proactive approach to work.
- Ability to document information and maintain accurate records.
- Customer-focused in approach.
- Adaptable and able to use initiative and manage priorities in an evolving landscape.
- Ability to work under pressure and meet deadlines.
- Proficient IT skills including MS word, Excel and PowerPoint.

Desirable

- Knowledge/experience of design and/ or delivering of qualifications and/assessment/examinations.
- Experience of ensuring assessments/examinations are delivered to a high quality, in line with stated timelines and standard operating procedures
- Educated to degree level (or equivalent work experience).
- Experience of coordinating medical or clinical assessments for a similar organisation.
- Experience of working with assessment boards and/or committees.
- An understanding of best practice in assessment and/or qualification development and delivery.
- Experience of working with e-portfolio platforms.
- Experience of maintaining webpages and digital information.
- An understanding of basic project management principles.

October 2022